Computer Software and Conversion Services Proposal

Town of Whitestown

Prepared by Civic Systems, LLC

Table of Contents

CiViC Systems

STRONG SOFTWARE, STRONG COMMUNITY

A SUBSIDIARY OF BAKER TILLY
VIRCHOW KRAUSE, LLP

TRANSMITTAL LETTER

May 4, 2017

Town of Whitestown
6210 Veterans Drive
Whitestown, IN 46075

Dear Matt:

It has been great speaking with you about the possible future software needs of the Town of Whitestown. We are pleased to have this opportunity to submit our software solutions to you. Our proposal is based on your request for information and our prior experience in providing these services to clients with similar needs.

Civic Systems, LLC (Civic) has the experience and resources necessary to meet your needs and assist you with this very important project. We would like to highlight several factors that distinguish Civic from other firms.

Full Service Firm

Civic provides a full range of software services specifically developed for cities and municipal utilities to over fifty new clients every year. These services include total turnkey software solutions. We are committed to enabling our clients to print utility bills, accounts payable checks, payroll checks, and monthly reports immediately after leaving our training facility. This process eliminates or minimizes the need to run parallel systems.

Experience

We understand the demands on your time and the pressures you face. This understanding comes from our continuing relationship with over 360+ municipalities in the upper Midwest alone. Our team includes CPAs, trainers with over twenty years of training experience, and quality help desk analysts ready and waiting to answer your every question. Civic is a subsidiary of Baker Tilly Virchow Krause, LLP (Baker Tilly). Baker Tilly is the 16th largest accounting firm in the United States and prides itself on its public sector practice that includes over 150 full time, fully dedicated public sector practitioners. This unique and strong Civic/Baker Tilly relationship allows us to provide unmatched public sector expertise.

Depth of Resources

Our project team members all have extensive software experience. All team members are available at any time for consultation. Our quality products and service will provide you with information you need to make timely and accurate management decisions, while meeting the needs of your customers.

Town of Whitestown

May 4, 2017

Page 2

Commitment

Civic has a long-standing tradition and solid reputation of providing high quality services to municipal government. To illustrate that commitment, we have a separate practice group devoted entirely to serving municipalities and their utilities.

Timely Service

Our experience with software and conversion services allows us to provide a highly efficient and cost-effective transition from your legacy system.

We appreciate the opportunity to submit this proposal and welcome the opportunity to discuss specific aspects of it with you. The information included in this packet is valid for 90 days. If you have any questions or need additional information, please contact me at 888.241.1517. We look forward to working with you on this important project.

Sincerely,

CIVIC SYSTEMS, LLC

Michael Laesch, Software Consultant

ML

Enclosures

COMPONENTS OF SUCCESS

A successful software investment involves two critical components: the software itself and the conversion, education, on-site assistance and support services provided with the software.

Caselle's software suite, coupled with the strength and stability provided by Baker Tilly and Civic's years of experience and depth of knowledge, ensures that your software investment will retain its value through the years. Our role as your trusted advisors gives you the peace of mind of knowing that professional, 100% public sector focused CPAs and consultants will guide you along the path toward a successful software investment.

Each critical component of a successful software investment is briefly discussed on the following pages.

SOFTWARE

Over 14 years ago, Civic Systems entered into an agreement with Caselle, Inc. to represent their software throughout the Midwest. Caselle's software is the result of a long evolution that began in the 1950's as a part of a small CPA firm. Today, Caselle, Inc. provides fully integrated, true Windows-based financial and utility billing software to over 1,100 clients throughout the United States.

All conversion, education, on-site assistance and support services are provided out of Civic's Madison, Wisconsin headquarters.

Caselle's software, coupled with the public sector expertise of Civic and Baker Tilly, provide an unbeatable team to ensure a successful and long-lasting software investment.

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CONVERSION

The success of any project usually depends on adequate up front planning. Software conversion is no different. From the first meeting until the last total is tested, an in-depth timeline and action plan will guide our progress.

Planning and Administration

Since planning is such a key element in the success of your conversion, an in-depth, pre-conversion working session will be held at your site to identify key individuals, discuss current processes and procedures, evaluate potential challenges and establish a project timeline. The timeline established will document our process, assist with staff availability planning, minimize your staff's duplication of effort and create a clean data cutoff for the conversion team.

Data Extraction

No one enjoys working overtime or weekends keying in data to new software. Let your staff completely avoid this time-consuming task by having Civic's conversion specialists quickly and accurately convert your data. Control "hooks" created from your current software allow us to map your data to the new software. In this way, existing data can be extracted, converted, tested, adjusted and finalized prior to your arrival for training. This process minimizes data clean up necessary to "go live". All you have to think about is learning the software while utilizing your own data.

Our proposed conversion services are listed on the following page.

The following outlines the conversion services to be provided for the core modules. Depending on the data integrity in the legacy system, below is our typical data conversion when converting from a legacy system.

Accounts Payable
> Vendor Information
> 3 years of invoice and check history
> Report preparation
> AP check formatting

Cash Receipting
> Setup receipt categories and corresponding GL accounts
> Report preparation

General Ledger
> Chart of Accounts
> Financial statements
> Report preparation
> 3 years detail information
> 3 years of budget information

Payroll
> Employee information
> Pay code setup
> Current Year to Date Totals
> Recalculate payroll to ensure data accuracy
> Report preparation
> Leave time balances
> Paycheck formatting

Utility Billing
> Customer information
> Customer balances by service
> Meter information
> Location information
> 13 months consumption History
> Report preparation
> Utility billing formatting
> Recalculate bill run to ensure data accuracy
> Setup rates and services

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EDUCATION

Civic's Educational Services include individualized, hands-on instruction at our Madison, Wisconsin training facility. Our thorough, patient instructors guide you through all the software features necessary for effective use. At completion, you will immediately be able to begin using the software.

Classroom Training

Civic's four high-tech training classrooms in Madison, Wisconsin allow an excellent learning experience. Hands-on instruction along with in-depth training ensures maximum product comprehension. Product overviews and fun classroom games ensure that key objectives are learned.

Professional, Experienced Trainers

Our trainers have extensive software and industry knowledge and will help you apply it to your community. Our senior trainers have over twenty years of municipal software training experience. Their knowledge of municipal issues provides a strong foundation to help you with budgeting, utility billing and other community operations.

Structured, Yet Individual, Training

Our structured training curriculum clearly outlines course objectives and goals to help you maximize your learning experience. Your trainer will guide you through this well-planned process. Group sessions and one-on-one instruction aid in the learning experience.

Customized Learning Using Your Own Data

Custom reports and screens can be designed using your data. You will be able to immediately begin using the software at training completion.

Post Training Assistance

During the first 90 days following training, you are welcome to contact your classroom trainer for software support. This helps create a smooth transition, since your trainer will be aware of any unique issues discussed during training. After 90 days, our experienced customer support representatives will be able to effectively handle any support issues.

ON-SITE ASSISTANCE

During the initial use of your new software, it can be reassuring to have an expert at your side. Civic's on site service provides you with the comforting reassurance of an expert on site to answer questions, correct any mistakes, offer helpful suggestions and monitor the overall progress of your software transition.

SUPPORT

Support Center
The Civic Systems Support Center prides itself on timely and accurate support. Friendly, helpful representatives facilitate prompt issue resolution so your operations are not interrupted. All support calls are tracked and prioritized based on timing and urgency.

Support Center Objectives
Civic Systems Support Center's number one objective is responsive issue resolution. Every call is tracked and prioritized, based on urgency through our Customer Support Portal, which is accessible via the Internet, customers can view the status of a ticket at anytime, 7 days a week.

Methods for Requesting Service
You may contact the Civic Support Center by phone, fax or e-mail. Customers also have the option of submitting, canceling or adding more information to existing service tickets online through CIVIC's Customer Support Portal, which is accessible through the Internet. If the issue requires a more in depth look, we will access your data using PC Anywhere software.

Civic Systems Support Center Hours
Monday through Friday 7:00 AM – 5:00 PM Central Standard Time. Saturday/Sunday – Please leave a message on the voice mail system for processing on Monday morning.

Annual Support Fees include:
- Unlimited, toll free telephone support for purchased CIVIC software applications.
- All software enhancements and updates.

Updates and Enhancements
Yearly updates are included in your annual support fee.

PRODUCTS SELECTED

The software products available for selection include:

Accounts Payable

Review, approve, verify and validate invoices while ensuring maximum use of vendor terms and discounts.

miExcel AP

Allows for easy import of P Card information from the bank without reentering it manually.

Purchase Orders

Enter requisitions by department and employee for approval. Purchase orders are integrated with the accounts payable module for invoice payment.

Accounts Receivable

Manage customer accounts, invoicing, billing and payments with the Accounts Receivable module. You can create an unlimited number of billing categories with ease and flexibility.

Building Permits and Code Enforcement

Provides an easy way to generate and track the active license status of individuals. Interfaces with Cash Receipting and Business Licenses.

Business License

Provides an easy way to track the active license status of businesses. Interfaces with Cash Receipting.

Cash Receipting

From point of payment to the bank deposit, the cash receipting system provides user friendly daily cash control. This software registers and prints all receipts from individual workstations with full descriptions, distributions, change due and account balance.

Cash Receipting Payment Import

Civic will establish an import file from your cash receipting to input customer payments.

Fixed Assets (Asset Management)

Developed with GASB No. 34 compliance in mind; maintains fixed assets, continuing property records and depreciation records. It interfaces with Accounts Payable and General Ledger.

General Ledger

Quickly and easily enter, inquire, review and report important financial information. Pre-defined journal entries, online management tools, customized reports, previous history and tracking project costs over multiple years are a few of the features you'll enjoy using.

miExcel GL

This module provides a direct connection to GL through Excel. Importing budgets, importing JE's and building custom reports has never been so easy.

Human Resources

Provides you the ability to track and manage your employees or potential employees from recruitment to retirement. This application is designed for organizations of all sizes that have a separate HR director and that want a reliable way to keep track of sensitive employee information in an electronic format.

miViewPoint Dashboard Reporting Tool

Gain real time access to pertinent financial, payroll, accounts payable and utility billing information on a browser look and feel with no training required and no limit on the number of system users.

miAP/ Req and PO workflow

It doesn't matter if your AP process starts at a central location, within each department or both you will find our workflow system can handle your needs. Items are scanned and can be attached to multiple predefined customized workflow processes based on the department it is for, the dollar amount or a combination of both. Invoices can be coded at any step of the way through the final approval and once the final approval is made the images get attached into Account Payment and into miViewPoint for easy look up. If you are using Requisitions and Purchase Orders they can be handled within the workflow process also.

Payroll

Easy payroll processing and development of your own customized, comprehensive employee information system. Federal and state government reporting requirements are complied with while providing complete fund and departmental allocations.

ACA Reporting

The ACA module will produce the following items:
- 1094-B (Transmittal of Health Coverage Information Returns)
- 1095-B (Health Coverage)
- 1094-C (Transmittal of Employer Provided Health Insurance Offer)
- 1095-C (Employer-Provided Health Insurance Offer and Coverage)
- Data grid to complete information for dependents and health plans
- Hourly look back reports to show average hours worked
- XML file to electronically submit information

Direct Deposit

Electronically transfer employee earnings to banking accounts.

Magnetic Media

Create magnetic W2's in electronic format.

miPay

Allow employees to go paperless with their paystubs and W-2's. Employees can log in with user name and password from any computer with internet access to view their current and past paystubs and W-2's. Employees also have self service capabilities like filling out forms for a change of address or W-4 withholdings. Employees can also input time off requests which notifies their manager for approval or denial.

miExcel PR

Allows individuals or departments to fill out excel based time sheets electronically to import seamlessly into timekeeping or directly into payroll along with providing the ability to import files from a time clock system. This module eliminates re-keying hours and provides additional functionality such as importing of steps and grades from Excel, easily update pay schedules from Excel, along with providing export capabilities for Rates, Pay Codes, GL by pay periods and benefit info.

Utility Billing
A comprehensive customer information system designed to address the unique challenges faced by municipal utilities. Features such as rate calculation computation, multiple project meter database, and consolidated master meters allow your utility to customize the product based on your needs.

ACH Direct Pay
Customers automatically pay their utility bills from their checking or savings account.

Electronic Read Interface
Importing meter files is easy and hassle-free with the Electronic Read Interface. We are able to integrate all major hand held meter reading devices.

miExcel UB
Provides built in functions to easily update rates and services, change meters, export meter data and customer usage and provides revenue analysis functions.

Service Orders
Create service orders to assign specific, user defined tasks including final reads and meter replacements.

Mobile Service Orders
This module is an add on to service orders which allows service orders to be assigned and then completed in the field using your mobile device. The mobile devise will receive notification if a service order is added and a map of where that service order is located will be present. Once items are completed it is updated to the service order application in the Caselle system. If you are using miViewPoint there will be a screen that shows you outstanding service orders along with a pin map of where those service orders are located.

Splitter
When utility bills are run a PDF of each customer's bill will be attached to each customer for easy viewing and printing at a later date. No more recalculating old bills when rates there are rate changes or Power Cost Adjustments.

Tax Certification
Easily produce tax certification notices for your delinquent customers and create a file to electronically send information to the appropriate agency.

Online Bill Pay and Bill Presentment
Provides customers with a direct bill payment option through a secure, robust Internet application. Ability for customers to opt out of paper billings, Utility bill payment, account review, inquiry features and service request s are all available. Interfaces with Cash Receipting for seamless bill payment option.

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Civic Systems, LLC
Ten Terrace Court
P.O. Box 7398
Madison, WI 53707-7398

Town of Whitestown
6210 Veterans Drive
Whitestown, IN 46075

You agree to purchase the software and services detailed below and Civic Systems, LLC agrees to provide them. **An initial 50% down payment is due with this contract. The remainder is due at training.** ***Additional payment terms can be provided such as spreading the payments over 3 years at 0% interest.*** The information provided in this proposal is valid for 90 days after the date of issue.

INVESTMENT SUMMARY

License Fees (15 Concurrent)	$	112,300
Training		19,200
Conversion		34,000
On-Site Assistance		4,800
TOTAL INVESTMENT	**$**	**170,300**
ANNUAL SUPPORT (Software For Life**)	**$**	**32,726**

TRAVEL COSTS

Training can be done in Madison WI, in Whitestown or a combination of the two. Travel costs are a not-to-exceed based on seven (8) round trips and 21 overnights.

Flight/Mileage Estimate (8 Trips)	$	3,200
Rental Car Estimate (8 trips) (If Needed)		2,400
Hotel (21 nights at $125/night)		2,625
Meals (21 days at $35/day)		735
ESTIMATED TOTAL INVESTMENT	**$**	**8,960**

*A formal contract will need to be entered before any software is installed.
**Software For Life provides you the assurance that you will never have to purchase another upgrade from us in the future. The Client will always be on the latest version of the purchased modules as long as they are current with annual support payments.

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License Fees, Training, Conversion and Support Detail

Selected Product Descriptions	License Fee Purchase Price	One-Time conversion / setup	Training and Onsite Assistance Cost/Days	Year one Total w/o Support	Annual Fees*
15 Concurrent User Licenses	$ 15,000	$ 0	$ 0	$ 15,000	$ 4,200
Accounts Payable	8,200	1,200	1,800	11,200	2,296
AP ACH	Included	Included	Included	Included	Included
miExcel AP	1,000	--	--	1,000	280
Purchase Orders	Included	Included	Included	Included	Included
Accounts Receivable	5,500	1,200	1,200	7,900	1,540
Building Permits	8,000	2,400	2,400	12,800	2,240
Code Enforcements	3,000	600	1,200	4,800	840
Business Licenses	3,300	1,200	600	5,100	990
Cash Receipting	7,000	600	1,200	8,800	1,960
Cash Receipt Payment Import	Included	Included	Included	Included	Included
Fixed Assets	3,300	600	600	4,500	990
General Ledger	7,000	2,400	2,400	11,800	2,100
Activity Reporting	Included	Included	Included	Included	Included
Bank Rec	Included	Included	Included	Included	Included
Budgeting	Included	Included	Included	Included	Included
miExcel GL	Included	Included	Included	Included	Included
Human Resources	5,500	600	600	6,700	1,650
miViewPoint (Department Head Dashboard)	5,500	600	1,200	7,300	1,540
miAP/PO Workflow	5,500	1,800	600	7,900	1,540
Payroll	11,200	6,000	3,600	20,800	3,136
ACA Reporting	3,000	Included	Included	3,000	840
Direct Deposit	Included	Included	Included	Included	Included
Magnetic W-2's	Included	Included	Included	Included	Included
miPay Online	Included	1,000	Included	1,000	900
miExcel PR	2,000	600	300	2,900	560
Utility Billing	12,900	12,000	4,800	29,700	3,612
Direct Pay	Included	Included	Included	Included	Included
Electronic Read Interface	Included	Included	Included	Included	Included
miExcel UB	Included	Included	Included	Included	Included
Service Orders	2,700	600	1,200	4,500	756
miMobile Service Orders	2,700	600	300	3,600	756
Splitter	Included	Included	Included	Included	Included
Tax Certification	Included	Included	Included	Included	Included
Online Bill Pay Interface to Preferred Vendor	Included	Included	Included	Included	Included
TOTALS COSTS	**112,300**	**34,000**	**24,000**	**170,300**	**32,726**

*Optional item pricing is provided on the following page.

*If online Bill Presentment is chosen the Town of Whitestown is responsible for any monthly hosting, setup and transactional fees charged by the preferred online bill pay company.

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OPTIONAL MODULES (Not Included in the agreement)

Optional Product Descriptions (Not Selected)	License Fee Purchase Price (15 Concurrent Users)	One-Time conversion / setup	Training Cost @ $1,200/Day	Year one Total w/o Support	Annual Fees
Additional Concurrent Users above 15 (each)	2,000	--	--	**2,000**	600
Animal Licenses	3,300	1,200	600	**5,100**	990
Hosted Solution Monthly Fee ($1,478)					17,736

*Above amounts include the discount provided.

**If online Bill Presentment is chosen the Town of Whitestown is responsible for any monthly hosting, setup and transactional fees charged by the preferred online bill pay company.

Animal License
Allows easy tracking and maintenance of records such as owners, animals and license status. Interfaces with Cash Receipting.

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HARDWARE REQUIREMENTS

Network System Requirements – Caselle® Clarity 4.x – Network

Important! Using servers, workstations, or servers and workstations that do NOT meet the specified network system requirements may result in unsatisfactory performance and response times. This document lists the minimum hardware and software requirements for installing Clarity.

Network Server Operating System	Microsoft ® Windows 2008 R2 Server (64-bit), 2012 Server (64-bit), 2012 R2 (64-bit)
Network Server Equipment	Intel® Xeon® Quad-Core Processor 3.0 Ghz or higher |Minimum 16 GB of available RAM | 30 GB available disk space for Caselle Clarity applications (180 MB) and data | Separate physical hard drive for SQL log file 8-15 K SAS HDD preferred | Color SVGA .28 Monitor | 1 GB Ethernet Network Card | 1 GB Ethernet Switch | DVDRW Drive All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, and AMD Sempron™, and Intel® Pentium processors are NOT recommended.
Database Server Equipment and Operating System	• Use the Recommended Network Server. For better performance, increase memory on network server or, use a separate Database Server (same specifications as the Network Server). • Networks with more than ten workstations may require faster processors and/or more memory than the recommended.
Database Software	Microsoft® SQL Server 2012 (64-bit), 2014 (64- bit) or 2016 (64-bit)
Network Server and Database Server Power Protection	True On-Line UPS, 600 Voltamps minimum with UPS Monitoring card, cable, and software.
Workstation Computer	Intel Core 2 Duo, i5, or i7 (3 GHz or higher) | 8 GB of available RAM | 30 GB available disk space for Caselle Clarity applications (180 MB) and data | LCD Monitor All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, and AMD Sempron™, and Intel® Pentium processors are NOT recommended.
Workstation Operating System	Windows 7™ Professional (32-bit or 64-bit). Windows 8™ Professional (32-bit or 64 –bit)
Workstation Power Protection	UPS/Battery backup unit
Backup System	Network quality system to back up fileserver hard drive on one tape and provide tape read after write verification. Make sure the backup system supports backing up MSSQL Databases. Example: Backup Exec with SQL Agent.
Data File Transfer	DVDRW Drive
Printer	HP Laser Printer or Canon Copiers with PCL or Postscript Drivers
Receipt Printer	Ithaca Series (Impact) 150 and 280 Printers, Ithaca Series (Thermal) 280, Ithaca 9000 Series and 1500 Series Printers
Internet Access	DSL, ISDN, or T1 Explanation: Caselle® Applications require Internet access to download program updates. Using an Internet connection that is slower than 256 Kbps will take significantly longer to download data.
Email	Email that is compatible with Microsoft® Windows.
Network Installer	Microsoft® Certified
Web Services	IIS 7 (Windows Server 2008, 2012)
miViewPoint Only needed if miViewPoint is being installed.	IIS 7 or later | 30 GB of available disk space for miViewPoint on the IIS and SQL Servers | Modern Web Browser on any PC using miViewPoint (IE11 or greater, up to date Chrome, or up to date Firefox) If miViewPoint is made internet available a modern mobile browser is required.

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